



September 21, 2007

Mr. Kevin Wood
2354 Pine Ave
Lakeside, AZ 85929

Dear Mr. Wood:

On August 31, 2007 you filed a comment with the Federal Communications Commission (FCC) regarding a long hold time you experienced for a specific call and an interpreter who had not connected their headset prior to placing an outbound audio call. You also commented that your Ojo was not interoperable. Your comment with the FCC was the first time we learned of your concerns.

Snap!VRS contacted you on September 11, 2007 to discuss these concerns. We learned that you have multiple routers and video phones on your home network, but had not engaged Snap!VRS's technical support department in assisting you with setting up the Ojo. Your unique network setup was determined to be the cause of complications with placing H.323 calls. Snap!VRS Technical Support has been in touch with you to configure your Ojo and demonstrate how to use the Ojo to call other VRS providers.

To resolve your concerns regarding the interpreter not being properly connected to her workstation equipment, Snap!VRS has issued reminders to our interpreting staff. Snap!VRS will also continue to analyze volume trends to globally address speed of answer.

Thank you for your continued feedback. Please contact our customer services department by dialing 711-7627 on your Ojo if you have additional concerns. We have also sent a copy of this letter to the FCC so they may be aware that we have addressed your comment.

Sincerely,

/s/

Beth Henriksen



Director of Customer Services
Snap!VRS

cc: Marlene H. Dortch, Secretary
Federal Communications Commission